

# IOT WAN/Remote Site Infrastructure Services - 2016

## Who We Are:

A three-member team that manages Voice and Network connectivity statewide.

## Our Mission:

Maintain and support voice\data infrastructure, ensuring each vendor meets its contractual obligation. Provide cost-effective solutions that meet the needs of our customers.

**Department:** 493017

**Manager:** Charles Sharp

## What We Do:

The IOT WAN/Remote Site Infrastructure team performs site surveys, develops various prints and performs capacity-planning that sets the requirements for each remote office infrastructure and connectivity to the State network. The team is also responsible for the management of all contracts held by IOT allowing for the procurement of services for telecom carriers, such as AT&T, CenturyLink, Frontier, Comcast and TW Cable. The team negotiates contract language and rates to ensure we meet the needs of our customers, gaining the most reliable and cost-effective solution possible.

## Our Products:

1112	Data Circuits - Off Network
1141	Circuit Management
1187	Data Circuits - On Network

## Our Tools:

vFire	Ticket Management and SLA Measurement
Carrier Apps	Each carrier has various tools that allow us to pull metrics on performance and capacity planning
Solarwinds NMS	Network Mgt, Alert Mgt\Outage notification, Perf Metric's and Usage\Capacity planning.

## Our Metrics:

None – Project driven

## Our Customers:

Executive Branch, Judicial Branch, Attorney General, Treasurer, Auditor, Secretary of State and Department of Education.

## Our Budget:

\$5.5 million

## Recent Major Accomplishments:

- Negotiated contracts with each major carrier in the state, improving rates and network solutions
- Installed fiber solutions in 479 remote offices, reducing cost, improving reliability and increasing bandwidth
- Savings to date: \$8.2 million per year
- Installed 10g services for DR, PDZ and high availability.
- Installed 2g Fiber Channels
- Migrated more than 150 law enforcement sites from Frame Relay to other solutions for connectivity to IDACS and AFIS

## Current Projects:

- Negotiating new contract with AT&T
- Researching new solutions for the remaining 61 T1 locations where Metro-E is currently not available
- Migrate 69 ISETS offices from T1 services to cable modem or other solution